

ADR scheme	
EU/EEA member state	GERMANY
Name in original language	Schlichtungsstelle bei der Bundesanstalt für Finanzdienstleistungsaufsicht (BaFin)
Name in English	Arbitration Board at BaFin
Contact details for consumers	
Address	BaFin-Schlichtungsstelle Bundesanstalt für Finanzdienstleistungsaufsicht Graurheindorfer Straße 108, DE – 53117 Bonn
Phone number	+49 228 299 70299
Fax number	+49 228 4108-62299
E-mail address	schlichtungsstelle@bafin.de
Website address	http://www.bafin.de/EN/Verbraucher/BeschwerdenAnsprechpartner/Ansprechpartner/Schlichtungsstelle/schlichtungsstelle_artikel_en.htmlx
How the ADR scheme works	
Type of ADR scheme	<input checked="" type="checkbox"/> public <input checked="" type="checkbox"/> established by law <input type="checkbox"/> private <input type="checkbox"/> voluntary
Limits	
Are there prior formalities to be complied with?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
Does the consumer have to pay a fee?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)?	
Does the ADR scheme answer enquiries about its work?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme try to help the parties reach a negotiated settlement?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the ADR scheme issues a decision, what is its effect?	<input checked="" type="checkbox"/> recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input type="checkbox"/> binding on both the financial institution and the consumer
Any necessary explanation about the decision	If the recommendation is not accepted by the parties, court proceedings can be instituted.
Average time for ADR scheme to resolve a complaint	4 months
Language(s) in which the ADR scheme operates	
Language(s) in which enquiries and/or a complaint can be made	German
Language(s) in which any decision can be issued	German
Observations	
Any additional useful information not already covered by the other sections of this form	The Ombudsman proceedings and more information about the scheme can be found on the scheme's website in German and English: <i>German:</i> http://www.bafin.de/DE/Verbraucher/BeschwerdenAnsprechpartner/Ansprechpartner/Schlichtungsstelle/schlichtungsstelle_node.html <i>English:</i> http://www.bafin.de/EN/Verbraucher/BeschwerdenAnsprechpartner/Ansprechpartner/Schlichtungsstelle/schlichtungsstelle_artikel_en.html